

**DATE:** January 28, 2005

**TO:** State 9-1-1 Coordinator/Contact

**FROM:** Harriet Miller-Brown  
State 9-1-1 Administrator

By way of introduction, my name is Harriet Miller-Brown and I am the State 9-1-1 Administrator for Michigan. I am also a member of the National Association of State 9-1-1 Administrators (NASNA). I am sending this letter and the enclosed survey in conjunction with my office in Michigan and NASNA. Many states are facing issues of funding, networks, and emerging technologies.

Throughout the country our 9-1-1 systems vary in their funding and operating. This survey was developed with the goal of getting a "snapshot" of the states' 9-1-1 operations and funding mechanisms. It will also help to create a central resource of information for states to share. Your assistance in gathering this data is appreciated.

Before beginning to complete the survey, you may find it helpful to read through it first. Please answer questions as completely as possible, if the information is not available or is not collected in your state, please indicate that. If you are able to only partially answer a question, please give the information you can and note what information is missing. For budgetary questions, please use your most recent full budget year and indicate the year.

If you need clarification on any question, contact me at [millerhr@michigan.gov](mailto:millerhr@michigan.gov) or (517) 336-6414. Please use additional sheets if necessary, indicating the corresponding question number on the supplemental sheet. Some questions already have supplemental sheets with the corresponding numbers enclosed.

The form is available on line at [www.michigan.gov/msp-etsc](http://www.michigan.gov/msp-etsc) under "Resources and Other Links" click on "NASNA 9-1-1 Survey." We understand that some of the information we are collecting may take some time and a little research, however, this data is important as it will be compiled for use as a tool to strengthen our 9-1-1 systems. Your participation is appreciated. Participants who respond to the survey will receive the completed data compilation. Please respond by March 2<sup>nd</sup>, 2005.

Mailed surveys may be sent to:

Harriet Miller-Brown, 9-1-1 State Administrator  
Michigan State Police  
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E. Lansing, Michigan 48823

Completed electronic copies may be sent to: [millerhr@michigan.gov](mailto:millerhr@michigan.gov).

If this survey should be directed to another office, department, or agency, could you forward it to them? If you would like more information about the Michigan 9-1-1 Office and the Michigan Emergency Telephone Service Committee (ETSC), please visit our web site at [www.michigan.gov/msp-etsc](http://www.michigan.gov/msp-etsc). Additional Information about NASNA can be found at [www.nasna911.org](http://www.nasna911.org).

In closing, we understand that this survey may take you some time and research to complete. However, once compiled, the information will be a worthwhile resource for our country's 9-1-1 systems. Thank you in advance for your participation in creating a data base which can be shared as a tool to assist our 9-1-1 systems at all levels. On behalf of my office and NASNA, your participation in this project is greatly appreciated.

**Base questions:**

1. Name of State\_\_\_\_\_
2. Population \_\_\_\_\_
3. Number of square miles\_\_\_\_\_
4. Number of PSAPs in state\_\_\_\_\_
5. Number of wire line telcos (ILECs) in your state\_\_\_\_\_
6. Number wireless providers in your state\_\_\_\_\_
7. Number of records in 9-1-1 databases\_\_\_\_\_
8. Annual statewide 9-1-1 call volume on land line phones\_\_\_\_\_ (If you do not have an exact number, please provide an accurate estimate if possible)
9. Annual statewide 9-1-1 call volume on wireless phones\_\_\_\_\_ (If you do not have an exact number, please provide an accurate estimate if possible)
10. Statutory citation to locate your state's 9-1-1 regulatory statute\_\_\_\_\_
11. Does your state have a state 9-1-1 board? If yes, what are its responsibilities?
12. Does your state have a state 9-1-1 web site?\_\_\_\_\_ If yes, what is the web address?
13. Does your state issue an annual 9-1-1 status report? \_\_\_\_\_ If yes, please include a copy with your reply or indicate the web site/link where that report may be found.
14. Does your state have a 9-1-1 coordinator/administrator office? \_\_\_\_\_  
If yes:
  - 14a. Does that office coordinate wireless 9-1-1, land line 9-1-1, or both?
  - 14b. What are the general duties of that office?
  - 14c. If the state 9-1-1 coordinator office coordinates land line or wireless 9-1-1 only, is there a centralized office for the activity not coordinated through the state 9-1-1 coordinator/administrator's office? Please briefly explain.
15. What unit of state government is that office housed? (i.e. Public Utilities Commission, Homeland Security, Emergency Management).
  - 15a. How is the state coordinator's office funded?

16. Does your state have enhanced 9-1-1 in every jurisdiction for landline phones?
- 16a. If no, approximately what percent, by population, of your state does not have enhanced 9-1-1?

Please use the attached sheet for questions 17, 18, and 19 below.

17. Is your state facing any significant obstacles in your current funding system for 9-1-1 networks?
18. Is your state facing any significant obstacles in your current funding system for your PSAPs?
19. What steps are you taking at a state/local level to address those issues?

### **9-1-1 Funding and Networks**

Please use the attached sheet to explain how your state's landline 9-1-1 system is funded. This includes networks, PSAPs, and dispatching operations.

20. PSAP Costs:
- 20a. What is the total of operating budgets for your state's PSAPs?
- 20b. What does the figure in question 20a. include?
21. Network Costs:
- 21a. What is the total annual cost of your state's land line 9-1-1 networks?
- 21b. What is the total annual cost of your state's wireless 9-1-1 networks?

If your state operates a statewide system under a contract with a service provider, what is the annual cost of the contract and what does the contract include?

### **Land line phones/Network**

22. Land line 9-1-1 Surcharge Info:
- 22a. Does your state have "per line" land line 9-1-1 surcharges?
- 22b. If yes, how much?
- 22c. How is it collected, i.e. county, city, or state level.
23. What does it fund, i.e. PSAP operations, PSAP CPE, telco network costs?
24. Does your state have other surcharges that support 9-1-1 (at any level, i.e. network, PSAPs, etc)? If yes, please explain.

## **Wireless 9-1-1:**

25. Wireless 9-1-1 Surcharge Info:
  - 25a. Does your state have a wireless “per line” 9-1-1 surcharge?
  - 25b. If yes, how much?
  - 25c. How is it collected, i.e. county, city, or state level.
  - 25d. How are 9-1-1 surcharges collected on pre-paid services?
  - 25e. Are re-sellers also required to pay into the wireless 9-1-1 surcharge?
26. What does it fund, i.e. PSAP operations, wireless carriers’ costs, Phase I, Phase II costs?
27. Does your state have Phase I wireless 9-1-1 implemented in every jurisdiction for wireless phones? (Implemented being defined as PSAPs and carriers are both deployed to process Phase 1 wireless 9-1-1 calls). If no, approximately what percent, by population (or % of counties – please indicate which form of percentage is being used), of your state does not have Phase I wireless 9-1-1?
28. If your state does not have Phase I fully implemented, what is your state’s time line for completion?
29. Does your state have Phase II wireless 9-1-1 implemented in every jurisdiction for wireless phones? (Implemented being defined as PSAPs and carriers are both deployed to process Phase II wireless 9-1-1 calls). If no, approximately what percent, by population (or % of counties – please indicate which form of percentage is being used), of your state does not have Phase II wireless 9-1-1?
30. If your state does not have Phase II fully implemented, what is your state’s time line for completion?
31. Does your state have a standard MSAG or general data error trouble reporting form for wireless 9-1-1? If so, could you please include a copy of it?
32. How are land line telcos in your state recovering their costs for delivering wireless 9-1-1 to the PSAPs?
33. Has your state encountered any obstacles in implementing wireless 9-1-1? If yes, can you please explain.

### **General 9-1-1 Network Operations:**

- 34. Does your state have a minimum/maximum E9-1-1 call set-up time (ring delay to PSAP) for:
  - 34a. Land line E9-1-1? If yes, what is that timeframe?
  - 34b. Wireless 9-1-1? If yes, what is that timeframe?
- 35. Does your state have minimum turnaround time on MSAG database corrections for:
  - 35a. Telcos? If yes, what is the time limit?
  - 35b. PSAPs? If yes, what is the time limit?

### **9-1-1 PSAPs/Dispatching**

- 36. How are your PSAPs funded?
- 37. Do your state's PSAPs use computerized GIS mapping systems? If not all of the PSAP are using GIS, about what percentage (by population) is not using GIS? How are the systems funded?
- 38. What types communications systems are utilized by PSAPs? (Police, Fire, and EMS)
- 39. How are the communications systems funded?
- 40. Does your state have a fund to assist PSAPs with:
  - 40a. Operational costs?
  - 40b. Technical advancements?
  - 40c. Dispatcher training?
  - 40d. If yes to any of the above, please use a supplemental sheet to explain how that funding mechanism is generated and distributed.
- 41. Does your state have a minimum mandatory standard for PSAP dispatcher training? \_\_\_\_\_ If yes:
- 42. How many hours is the training?
- 43. Who performs the instruction (state training, local PSAP, etc.)
- 44. How are those training records administered?
- 45. What are base requirements of the instruction?
- 46. Do you have mandatory continuing education for PSAP dispatchers? \_\_\_\_\_ If yes, how many hours are required annually?

## **General Questions**

47. Do you have funding initiatives available for consolidated dispatch, E9-1-1, and wireless 9-1-1? If so, can you please explain on a supplemental sheet.
48. How is your state managing VoIP as incoming calls to 9-1-1 at the PSAP level?
49. If your state collects a 9-1-1 surcharge through telephone service, how are you managing VoIP As a service provider for surcharge collections?
50. Does your state have statutory language that addresses 9-1-1 surcharges on emerging technologies (i.e. VoIP, ACN, etc)? What is that statutory citation? (Could you please provide any draft language that your state is considering?)

**General Funding**  
(Use for questions 17, 18, 19)

**Network and PSAP's Funding**  
(use for questions 20 and 21)